

Request for Proposal (RfP)

P2113 - RfP - Implementation Partner for TPH upgrade project 2026

Invitation to Submit a Proposal

DZ BANK AG
Platz der Republik
60265 Frankfurt am Main

hereinafter "DZ BANK"

Frankfurt, 13.01.2026

Submission deadline:
28.01.2026; 24:00 hrs

Protection of confidentiality

The contents of this document are the property of DZ BANK AG and constitute confidential information. The document is solely intended for the participating PROVIDERS in the context of this RfP.

This document may not be duplicated, forwarded to third parties or otherwise disclosed, in full or in part, without the written approval of DZ BANK AG. Copies may be prepared if these are solely intended for internal use for the preparation of a proposal by the PROVIDER.

© Copyright: DZ BANK AG 2025

Contents

SECTION I	OVERVIEW	4
1	Introduction.....	4
2	Starting situation and objectives	6
SECTION II	TERMS OF PARTICIPATION.....	8
3	Contacts.....	8
4	Confirmation of receipt.....	8
5	Request for proposal: Process	9
6	Submission of proposals, structure of the proposals	10
7	Validity period	11
8	Costs	11
9	Sign-off	11
10	Agreements that restrict competition	11
SECTION III	GENERAL REQUIREMENTS.....	12
11	Technical competence.....	12
12	Financial competence.....	12
13	Sustainability.....	12
SECTION IV	STATEMENT OF WORK.....	13
14	Scope of work	13
15	Expected Deliverables	14
16	Resources and Support	15
17	Timeline	15
SECTION V	PRICE MODEL AND FEE.....	16
SECTION VI	TERMS OF CONTRACT.....	17
18	Contract standards and validity of DZ BANK's General Terms and Conditions of Purchase.....	17
19	Supplier portal.....	17
20	Contracts of relevance to this engagement	18
21	Contract architecture, contracts.....	18
22	Contract amendments master agreement.....	18
SECTION VII	CONTRACTING PARTIES.....	19
23	Principal	19
SECTION VIII	OVERVIEW OF ANNEXES	20
ANNEX 1:	PROPOSAL STRUCTURE.....	21
ANNEX 2:	DEFINITION OF THE 5 SKILL LEVELS OF DZ BANK.....	22
ANNEX 3:	SUSTAINABILITY	24
ANNEX 4:	- NOT APPLICABLE HERE -	25

Section I Overview

1 Introduction

DZ BANK intends to place an engagement for P2113 - RfP - Implementation Partner for TPH upgrade project 2026. To this end, DZ BANK has invited a limited number of companies (hereafter PROVIDERS) to participate in this request for proposal (RfP), which includes in particular the formulation of performance-specific, organizational, legal and financial requirements that must be met if a PROVIDER is to be engaged with this project.

This RfP is intended for use to select a PROVIDER for engagement with the services. The RfP therefore forms the basis for a comprehensive assessment of the proposals that are submitted by the various PROVIDERS in the form of a competitive process in order to make a decision on the engagement.

1.1 Information about DZ BANK

DZ BANK AG Deutsche Zentral-Genossenschaftsbank, Frankfurt am Main, is majority-owned by the approximately 700 cooperative banks in Germany that work directly with DZ BANK. As central bank and central clearing institution, DZ BANK's role is to support the transactions of the many independent cooperative banks locally, and to strengthen their position in the competitive environment. The combination of local customer and central product competence has proved very successful.

The service portfolio of DZ BANK ranges from classic and innovative products, structures and public offerings to trading and sales activities in the stock and bond markets. Moreover, in its capacity as a commercial bank DZ BANK also supports companies and institutions that require a nationwide active bank partner.

Not least, DZ BANK fulfils a holding function for the companies of the DZ BANK Group with their strong brands. These make up the cornerstones of the Volksbanken Raiffeisenbanken Cooperative Financial Group which - in terms of total assets - is one of Germany's largest private financial services organisations. The DZ BANK Group includes Bausparkasse Schwäbisch Hall, DZ HYP, DZ PRIVATBANK, R+V Versicherung, Team-Bank, Union Investment Gruppe, VR Smart Finanz and various other special institutions.

With its extensive offering of products and services, the DZ BANK Group supports the local cooperative banks in the retail business, corporate banking, the capital market business and transaction banking. In this way, they can offer their customers a complete range of excellent financial services.

A partnership-based approach is part of DZ BANK's identity. It is rooted in the cooperative idea, and has proven to be a driver of success for the entire sector and its customers over many decades. It is based on the notion of achieving more by working together - this is the quintessence of a long history of experience and a solid cornerstone of DZ BANK's activities.

As good corporate citizens, DZ BANK and the DZ BANK foundation are also very committed to education, culture and science. Environmental protection is also a high priority for DZ BANK.

1.2 The project

This project involves upgrading the existing payment infrastructure TPH from version R22 to version R25. As part of this upgrade, unnecessary "L3" developments will be brought "back to core", while new or adjusted functionalities for "Mission International" will be implemented. Upon completion of the project, the new software will be operated on the "Cloud Foundation" platform. The project will be executed with maximum efficiency, ensuring that production stability is maintained at all times. End to end test automation will be a different working package and is not part of this RfP.

2 Starting situation and objectives

2.1 Starting situation

Since 2021, DZ BANK has been using the payment IT solution *TPH* as a stand-alone payment system from the international IT service provider *Temenos*. This solution is used for customer payment services and payments generated by DZ BANK back-office infrastructure at DZ BANK's foreign branches in Singapore, Hong Kong, London and New York.

The system was implemented using Temenos Services as implementation partner. Currently, DZ BANK is on Version R22 which is not in standard maintenance of Temenos anymore. The bank wants to move to the newest software version R25.

From a hosting perspective, the IT solution is hosted on Temenos model Cloud 1.0. The bank aims to move to the new operating model "Cloud Foundation".

Currently there are 33 identified "L3" developments. The aim is to use the upcoming upgrade to move "back to core" configuration as much as possible.

DZ BANK wants to implement additional functionalities as part of their "Mission International" program

2.2 Expectations

Upgraded payment infrastructure TPH from R22 to **R25**. As part of this upgrade new unnecessary "L3" developments should be brought "**back to core**" and new or adjusted functionalities for "**Mission International**" implemented as part of this upgrade.

At the end of the upgrade project, the new software should be run on "**Cloud Foundation**" having conducted the whole project in the **most efficient way** whilst not jeopardizing **production stability**.

The following services are to be provided pro-actively and on the contractor's own responsibility:

- Development of the study concept
- Creation of the study and approval through feedback loops with stakeholders
- Proactive request for materials required for this purpose
- Further insights during the development process must be documented and shared with the client
- Efficient self-organization and moderation of meetings/interviews necessary for further elaboration
- If needed participation in status meetings with the client

Requirements for a successful implementation partner:

- Proven Track Record of successful Temenos Implementation and upgrade projects – preferably TPH standalone
- In depth knowledge and experience in Temenos Cloud Foundation deployment practices and track record of successfully working with Temenos SaaS team for smooth Going Live and Handling of configuration documentation as well as package quality
- Very good knowledge of payment regulations and best practices in Singapore, Hong Kong, London, New York
- Experience with handover of upgraded infrastructure from Temenos teams
- Official Temenos Implementation Partner
- Availability to start implementation work from February

2.3 Objectives and project deadlines

- Successful upgrade of the application from version R22 to R25, considering redesign and optimization.
- Complete migration of the application and its functions to DZ BANK's Cloud Foundation.
- Minimization of L3 customizations in the new environment.
- Integration of "Mission International" functions.
- Completion of the overall project by the end of 2026.

Section II Terms of Participation

3 Contacts

The RfP is implemented under the leadership of the department ZEK - Centralised Procurement - and is conducted on the basis of the DZ BANK Group standards.

Only responses given in written form shall be deemed binding in the context of this RfP. Written additions or changes to the RfP shall become a binding proposal and be included in the contents of the contract on conclusion of the contract.

The proposal, including the annexes and all documents, must be submitted in electronic form via mde by 28.01.2026.

Subject matter contact:

Anja Wulf, ITSF

anja.wulf@dzbanks.de

Commercial contact:

Alina Sergeev, SOEI

alina.sergeev@dzbanks.de

All queries of a technical, legal or financial nature must be sent exclusively by e-mail to the above e-mail address.

In the event a PROVIDER attempting to obtain information about the items of the RfP via other contacts or through personal connections at DZ BANK, DZ BANK reserves the right to exclude the PROVIDER from the selection process

4 Confirmation of receipt

The PROVIDER is asked to confirm receipt of the RfP documents to the aforementioned contacts. A notification by e-mail to the aforementioned e-mail addresses is sufficient.

The PROVIDER is also requested to designate an authorised and technically competent contact person who will be in charge of the entire RfP process, including contact details.

5 Request for proposal: Process

5.1 RfP schedule

The various activities involved in the RfP "P2113 - RfP - Implementation Partner for TPH upgrade project 2026" are governed by the following schedule:

Deadline	Activity
From (*) 13.01.2026	Request via DZ BANK's electronic ordering platform, provided the framework conditions are fulfilled
By 19.01.2026 by 12:00 hrs	Possibility for written queries / explanations
By 21.01.2026	Date for sending consolidated answers to the PROVIDER questions
On 28.01.2026 by 24:00 hrs	Submission of PROVIDER offers via "mde" (DZ BANK's electronic ordering platform)
By 15.02.2026	RfP selection procedure incl. discussions and presentation. Please keep the following dates free for offer presentations via Teams: - 06.02.2026 - 09.02.2026 Invitations will be sent separately to the shortlisted service providers.
By 16.02.2026	Start of contract / Start of implementation
(*)	In the event of delays on the specified date, the respective subsequent dates shall be postponed accordingly.

Table 5.1- RfP Schedule

In the context of the contract negotiations, the contracts are to be structured, coordinated and conclusively negotiated in accordance **section VI, sub-section 19:**

An engagement is planned for the above date.

DZ BANK reserves the right to postpone the dates or to cancel or interrupt the RfP process at any time.

6 Submission of proposals, structure of the proposals

The deadline for submitting a written proposal by e-mail is the date stated under **5.1 RfP Schedule**.

The PROVIDERS are requested

1. to submit their proposal regarding the implementation of section IV Description of work. To this end, the relevant daily rate in accordance with "**Annex 2, Definition of the 5 Skill Levels of DZ BANK**" must be entered at the place stipulated on DZ BANK's electronic order/offer platform ("mde"), and any necessary annex documents must be electronically uploaded in MS Office format. By submitting this first proposal, the provider agrees not to submit any higher offers in the event of a possible later engagement.
2. to comply fully with the conditions described in the RfP documents.
3. to prepare a proposal for presenting the process, the schedule for independently working through the items with information about the requirements for the implementation phase, including DZ BANK's cooperation that will be required during the implementation phase
4. The RfP must be submitted exclusively in electronic form via the "mde".
5. The proposal in the RfP document to be uploaded electronically must be structured in accordance with Annex 1 "**Proposal Structure**".
6. To submit the proposal, the PROVIDER must use the response documents that were provided when the RfP document was delivered. In-house and self-made response documents may only be used if DZ BANK does not explicitly request the submission of pre-structured sample documents.
7. In the event of the proposal documents not being received in a timely manner, i.e. electronically by the date stated under "**5.1 RfP Schedule**", DZ BANK reserves the right to no longer consider the PROVIDER in the subsequent RfP process.
8. By submitting a proposal, the PROVIDER simultaneously acknowledges his general willingness to negotiate the contents that are submitted in a possibly expanded proposal phase
9. Registration is possible on the supplier portal where a valid service agreement for the use of the electronic order platform ("mde") of DZ BANK, as well as the registration on this order platform, either as a supplier of a proposal or as a final registered supplier, can be found.
10. With regard to the submission of the proposal, please particularly note the following:
 - a. The proposal must be written in the German language.
 - b. Deviations from the RfP and its contents must be clearly recognizable and identifiable as such.
 - c. The offered services must be free of third-party rights. With the submission of a proposal, the PROVIDER must indemnify DZ BANK from all claims of this type.
 - d. Prices must be indicated in EURO.
 - e. VAT must be shown separately.
11. If the PROVIDER does not submit the offer in the prescribed form and in compliance with the specified requirements, DZ BANK reserves the right not to evaluate the offer.
12. If the PROVIDER decides to withdraw during the course of the RfP, he is asked to immediately notify the contact persons shown under sub-section 3.

7 Validity period

The PROVIDER is bound by his proposal(s) and the conditions submitted in this context **until 31.12.2026**. DZ BANK reserves the right to refuse to accept price increases submitted by the PROVIDER, possible suppliers or manufacturers. These also include price increases that occur due to possible fluctuations in exchange rates.

Persons providing services must be available within the specified project term (see also section V).

8 Costs

DZ BANK does not pay a fee or offer cost refunds for viewing and processing the RfP documents, for participation in the events organised by DZ BANK (e.g. presentations of proposal), the preparation and submission of proposals and all other activities and costs incurred by the PROVIDER that are factually connected to the participation in the RfP. Participation in the RfP and all associated material and personnel expenses incurred by the PROVIDER are at the latter's full cost.

9 Sign-off

These RfP documents - including supplementary annexes - do not constitute a contract offer by DZ BANK to the PROVIDER, but rather represent a definition of the requirements and the conditions for the same with regard to the provision of the services below. DZ BANK only assumes legal obligations vis-à-vis a PROVIDER on the basis of a written agreement.

10 Agreements that restrict competition

Agreements and other arrangements among PROVIDERS participating in the RfP which might restrict, bypass or falsify the competition associated with the RfP are not permitted. Such action will lead to immediate exclusion from the RfP. In such cases, DZ BANK also reserves the right not to consider the relevant PROVIDERS in future RfPs.

If, after completion of the RfP or after conclusion of the contract, it becomes known that the PROVIDER proceeded in a manner as described in this paragraph, DZ BANK also reserves the right to terminate for good reason other already existing contracts with the PROVIDER in connection with the subject of the RfP.

If various PROVIDERS to whom this RfP is directed intend to submit a joint proposal on the basis of a bidder group, they must first obtain the consent of DZ BANK from the contact person in Centralised Procurement noted under sub-section 3.

Section III General Requirements

11 Technical competence

The PROVIDER is expected to submit evidence of his technical competence when submitting his proposal. He is expected to make statements about the number of customers and similar completed projects related to the subject of the RfP per sector, in particular the number of such projects from the banking sector.

Ideally, three reference examples are described, specified according to domestic and foreign customers and infrastructure. DZ BANK expressly requests that the names of reference customers and their contact persons are provided.

In addition, the PROVIDER's deployment of qualified, customer- and service-oriented staff also represents a key factor for a successful collaboration.

12 Financial competence

When submitting his proposal, the PROVIDER is also expected to submit evidence of his financial competence. In the context of your proposal, please provide a short description of the key financial data and the development of your company during the last five years, which goes beyond the presentation of sales revenues. Please provide information about the number of employees and their qualification and qualification levels regarding the requested subject of the RfP.

DZ BANK reserves the right to obtain information about the credit rating and to make allowance for this when assessing the proposals.

13 Sustainability

For a business relationship, we require that your company accepts and adheres to the general sustainability requirements of the DZ BANK Group. The sustainability requirements for suppliers of the DZ BANK Group can be found in **Appendix 3** (and can be viewed at www.einkauf.dzbank.de).

Is sustainability already a general strategy/attitude dimension in the company?

Please describe the measures that contribute to sustainability in your company. Are these set out in writing?

If available, please also provide relevant certifications, etc. e.g. EcoVadis.

Section IV Statement of Work

14 Scope of work

The scope of work is divided into three main areas:

1. Analysis and concept documents as preparation for the upgrade and cloud migration, including redesign proposals.
2. Implementation options:
 - A. Upgrade Consultancy or
 - B. Complete Upgrade.
3. Comprehensive Documentation of Implementation, independent from the implementation option:

The service provider is expected to offer both implementation options and the services 1 and 3 in structured "packages" where applicable.

14.1 Preparation for the upgrade and cloud migration

Concise requirement verification workshops will be conducted based on existing documentation and future process design.

14.2 Implementation options

14.2.1 A. Upgrade Consultancy:

The service provider will support DZ BANK AG as an independent consultant throughout the entire upgrade project. The main tasks include:

- Consultancy and Support:
Provision of independent advice and expertise during the upgrade project.
- Challenging Technical Decisions:
Actively questioning and evaluating technical decisions made during the upgrade to ensure the most efficient use of resources and adherence to the project timeline.
- Consulting DZ BANK to achieve the overarching goal of efficient resource utilization and project finalization in 2026.
- Review of Configuration Packages and Quality Assurance (QA):
 - Analysis of Delivered Packages:
Reviewing delivered configuration packages to understand the quality of deliverables.
 - Cloud Implementation Quality Assurance:
Acting as de facto Cloud implementation quality assurance for DZ BANK throughout the upgrade project, monitoring the implementation of these packages and ensuring they meet defined quality standards and cloud best practices.

14.2.2 B. Complete Upgrade

The service provider is responsible for the complete technical implementation of the upgrade and cloud migration. This includes building configurations, packages, and, where applicable, L3 developments at the software, database, and server level for the following work items:

- Upgrade from R22 to R25:
 - No "Like-for-Like" Upgrade Desired: The upgrade to R25 should not be a mere 1:1 migration. Instead, the opportunity should be used to redesign and optimize configurations and flows.
 - Redesigning existing configurations and flows where applicable, with the aim of increasing efficiency and reducing technical debt.
 - The goal is to eliminate L3 customizations wherever possible.
 - Integration of "Mission International" functions into the new R25 environment.
- Migration to Cloud Foundation:
 - Building all new functions based on the Cloud Foundation operating model.
 - Ensuring seamless integration and compatibility with DZ BANK's cloud infrastructure.

14.3 Documentation

Comprehensive Documentation of Implementation:

Documenting the entire implementation process and the resulting solution. This documentation must be sufficiently detailed to serve as a complete and reliable information medium for other service providers and internal DZ BANK teams after go-live. It should enable a comprehensive understanding of the implemented solution, its configuration, and operational procedures for future maintenance, further development, and support.

Documentation in alignment with Temenos SaaS standards and requirements

15 Expected Deliverables

Technical and Functional Deliverables

The following implemented components and results are expected:

- The completed and successfully tested R25 application.
- The successfully implemented and tested application in the Cloud Foundation.
- All reviewed and optimized configuration packages.
- All configuration packages, developments, and codes required to achieve the above points.

Expected Documentation Deliverables and Reports

The following documents and reports are to be produced as part of the project:

1. Analysis and Concept Documents:

- Analysis and concept documents as preparation for the upgrade and cloud migration, including proposed redesign concepts.

2. Implementation and Solution Documentation:

- Comprehensive documentation of the implemented upgrade and cloud migration solutions. This must detail the following aspects:
 - All application configurations.
 - All custom developments, including L3 developments (if necessary and approved).
 - Key architectural decisions made during the project.
 - Operational procedures and instructions for the provided solution.

3. Quality Assurance and Audit Reports:

- Reports on the review of configuration packages (Configuration Package Reviews).
- Reports detailing the findings from the cloud implementation quality assurance activities.
- General quality assurance reports and recommendations.

4. User Documentation:

- User documentation specifically for DZ BANK-specific processes and procedures.

5. Project Progress Reports:

- Progress reports and status updates, to be delivered if needed throughout the project lifecycle.

16 Resources and Support

Temenos to provide:

- Ad hoc support and supply of any additional material required to complete the upgrade
- Resources to work with implementation partner for a successful and stable Run of the upgraded TPH

DZ BANK to provide:

- Documentation of current functions (functional application architecture), Mission International goals, future process design, back to core and Mission International assessment
- Project Team to work with implementation partner on verification workshops, discussions of design from a business point of view, testing, training and DZ internal documentation

17 Timeline

The project is to be finalized by the end of 2026.

Implementation partners are invited to provide their own high level project plan including a migration strategy to combine all relevant upgrade topics.

A detailed project plan with milestones will be developed by the service provider based on the aligned migration strategy and validated by DZ BANK.

Section V Price Model and Fee

The commissioning of the engagement described in section IV shall be made on the basis of a contract for work and services at fixed prices or a service agreement limited in total amount according to expenditure. For pricing purposes, the required personnel deployment including qualification levels must be rendered transparent based on the definitions in Annex 2.

The expenses of the PROVIDER to be priced must be entered item by item in the structure prepared for this purpose in the electronic ordering platform ("mde"). If you have any questions regarding the operation of the platform, please contact the person listed under "Procurement contact" in sub-section 3 of this RfP.

The offer must be accompanied by a curriculum vitae indicating the level of competence of the person(s) to be assigned to the project, indicating their suitability and qualifications as well as their project experience.

DZ BANK reserves the right to make its own opinion about the persons selected by the PROVIDER to provide the service in a personal interview as part of the RfP.

The PROVIDER must be in a position to ensure the necessary qualifications for the provision of services throughout the course of the project as well as for any subsequent maintenance services.

Regarding the possible commissioning of services, the PROVIDER is requested to submit daily rates in accordance with the definitions in Annex 2 and the following conditions:

1. The PROVIDER agrees to perform its cost- and consumption-based personnel services in respect of the individual contracts on the basis of the description of the requirements for the individual remuneration levels (skill levels) and the corresponding price model set out in Annex 2.
2. The classification in remuneration classes is based on the activity actually requested, not on the personnel deployed. The deployed person must demonstrably meet at least the requirements of the remuneration class.
3. The conditions stated apply to the individual remuneration classes defined and are understood as daily rates in euro plus statutory value-added tax in each case. The daily rates include all ancillary costs, such as expenses, travel and accommodation costs.
4. The agreed daily rate covers all hours worked on that day. Travel times and breaks are not performance times and are not remunerated as work performance.
5. In this respect, the agreed daily rates include a work performance of at least 8 working hours per day. Additional work shall not be remunerated. Lower work performance is remunerated on a *pro rata temporis* basis. Deviations from this can be agreed in the individual contract.
6. For services to be rendered outside normal working hours - e.g. on Sundays and public holidays including bank holidays - the agreed daily rates shall apply, unless the PRINCIPAL has agreed otherwise in advance. This also applies to services rendered after 20.00 hours.

Section VI Terms of Contract

18 Contract standards and validity of DZ BANK's General Terms and Conditions of Purchase

Services are provided on the basis of DZ BANK's General Terms and Conditions of Purchase (GTCP).

Where applicable – and if stated in sub-section 19 below – the contract templates of DZ BANK in the German language attached under **Annex 4** shall apply.

If a master agreement already exists with DZ BANK (or, if applicable, a group master agreement), the existing master agreement incl. annexes shall apply in conjunction with the individual agreements to the master agreement incl. annexes and in each case including any supplements. Where applicable, the prices in the master conditions agreement must be optimized in relation to the order volume requested.

DZ BANK shall prepare the draft agreements for the master agreement in German as the basis for negotiations and for the legally binding conclusion of the contracts. Contract templates in other languages are only used as accompanying communication.

If a master agreement and / or master conditions agreement is to be used as the basis for granting the engagement in respect of the RfP, the scope and quality of the changes and comments on the agreements shall be included in the proposal evaluation. In this context, DZ BANK expects a constructive counterproposal that can be negotiated within the RfP period.

In order to facilitate communication in more extensive requests/proposals, parallel e-mail communication is intended in accordance with section II of this RfP.

After announcing the decision to award the engagement, DZ BANK shall - if necessary - sign the negotiated framework agreement and the framework conditions agreement and, if a written form requirement is also required for individual contracts, sign aforesaid in the same manner with the PROVIDER. An individual engagement is always also awarded via the electronic procurement system "meplato document exchange ("mde")" of DZ BANK AG.

In order to submit a binding offer that is subject to confidentiality obligations, registered users who have not yet concluded a current **user agreement** with DZ BANK must address two copies of this legally valid signed user agreement to DZ BANK in accordance with **Annex 5**, for the attention of the contact in Procurement.

The General Terms and Conditions (GTC) of DZ BANK and of the PROVIDER are therefore excluded for the duration of the cooperation.

19 Supplier portal

DZ BANK's General Terms and Conditions of Purchase and the User Agreement for our electronic ordering system eps can be found at:

https://www.dzbank.de/content/dzbank_de/de/home/dzbank/einkauf.html

We therefore request you to register your company via our supplier portal

<https://dzbank-mainslc.wallmedien-mall.com/ngastras/stras.R6/WFE/public/master/de/DE/-/suppliers/register>

20 Contracts of relevance to this engagement

The contract standards that apply to this RfP are - where required - attached to this request document in **Annex 4 "Contracts with annexes pursuant to section VI, sub-section 19"**:

1. The individual engagement shall take the form of a service contract or a contract for work and services, if necessary in compliance with the written form requirement subject to special data protection regulations.

21 Contract architecture, contracts

Where DZ BANK prescribes the application of master agreements and/or individual contracts in a specific form, it shall specify a standard, dual-level contract architecture for the engagement of the PROVIDER, consisting of the following levels:

Level 1:

General Terms and Conditions of Purchase (GTCP) or master agreement (incl. annexes) for regulating cooperation on the basis of fundamental, overarching agreements of an organizational, legal and economic nature, hereinafter referred to as "GTCP" or "master agreement": Where applicable, a master agreement shall be concluded as a group master agreement.

Level 2:

Individual contracts or electronic orders in the form of work contracts or service contracts (in each case including annexes) to regulate the services to be rendered, concluded in accordance with the provisions of the GTCP or the framework agreement from Level 1.

The contracts/individual engagements assigned to the two levels are subsidiary to each other, i.e. in the case of discrepancies between the GTCP / master agreement and the individual engagements, the provisions of the individual engagements shall take precedence over the GTCP / master agreement.

22 Contract amendments master agreement

Content-related adjustments or further developments (e.g. due to legislative changes or expanded performance) may be required after the master agreement has been signed. Amendments that may arise from such situations require a co-ordinated and uniform course of action by the contracting parties.

With regard to the master agreement, DZ BANK shall designate a central contact who will negotiate the required amendments or additions to the aforementioned agreements with the PROVIDER. At the same time, such changes or additions shall only be binding for DZ BANK if they are arranged in the form of an addendum to the master agreement, which must be signed.

Section VII Contracting Parties

23 Principal

The sole contractual partner of the PROVIDER is:

DZ BANK AG

Deutsche Zentral- Genossenschaftsbank
Platz der Republik
60265 Frankfurt am Main

Documents in written form must be addressed to the contact in procurement listed under section II, sub-section 3

Section VIII Overview of Annexes

Annex 1: Proposal structure

Annex 2: Definition of the 5 Skill Levels of DZ BANK

Annex 3: Sustainability

Annex 4: Contracts with annexes in accordance with section VI, 19 - does not apply to this enquiry

-

Annex 1: Proposal structure

1. Cover page

The cover page must include the "Project Name", the name of the PROVIDER and the date on which the document was prepared.

2. Contents

3. Management summary (max. 2 pages), in particular

a. Success factors/risk potential

Please describe the success factors that you consider to be of relevance.

What are the greatest challenges, what solution approaches do you offer?

b. Brief financial presentation of the PROVIDER's proposal

4. Brief presentation of the PROVIDER company, its financial situation in the past five years, references (max. 3 pages)

5. Statement of work, concepts, solution approaches for the requested package of work

6. Central contacts for the RfP phase, the implementation phases, as well as authorised negotiation leaders and decision-makers for the aforementioned packages of work

7. Annexes

Curriculum vitae with an overview of project experience in the relevant task areas

Annex 2: Definition of the 5 Skill Levels of DZ BANK

Technical/process and strategy consulting			IT consulting and implementation		
Skill level / remuneration class	Main requirements	Daily flat rate in euro	Skill level / remuneration class	Main requirements	Daily flat rate in euro
1 Junior Consultant	<p><u>Technical and process consulting (T&P consulting):</u> Qualification: Diplom-Kaufmann / Diplom-Betriebswirt / Jurist / Diplom Volkswirt / Diplom-Ingenieur, BA, BSC or comparable education with the number of years of professional experience relevant to the task listed below</p> <p><u>Tasks T&P consulting:</u> Collaboration in the preparation of concepts; independent concept creation, relating to sub-areas; support for system installation; support, partial execution of tests; documentation; preparation of cost estimates related to the task area; basic knowledge of finance and economics; support for system introduction;</p>	€	1 Programmer, system administrator	<p><u>IT consulting and implementation:</u> Qualification: Specialized university education such as Dipl.-Ing., Dipl.-Inf., or comparable education and/or certificates corresponding to the task areas with the number of years of professional experience relevant to the task listed below</p> <p><u>Tasks IT consulting:</u> Collaboration in the preparation of concepts; implementation according to concept; system support; execution of tests; documentation and program handover; preparation of cost estimates relating to the task area; basic knowledge of finance; support, tuning, installation of system hardware and software</p>	€
2 Consultant / Organisation consultant / Workflow consultant	<p>Qualification: As described above, <u>with at least 3 years'</u> task-relevant professional experience or sector- and product-specific professional experience, certificates corresponding to the task as well as special financial and business knowledge. Specialist for individual themes, management experience in the context of smaller projects;</p> <p><u>Tasks F&P consulting:</u> in addition to category 1: Concept preparation; in charge of several category 1 consultants; concept development, planning and management of new HW and SW systems; project or sub-project management for projects up to 100 PT</p>	€	2 Programmers / System Analysts / Developers	<p>Qualification: As described above, <u>with at least 3 years'</u> task-relevant professional experience or sector- and product-specific professional experience, certificates corresponding to the task as well as special financial and business knowledge. Specialist for individual themes, management experience in the context of smaller projects;</p> <p><u>Tasks IT consulting:</u> in addition to category 1: Concept preparation; in charge of several category 1 consultants; concept development, planning and management of new HW and SW systems; project or sub-project management for projects up to 100 PT</p>	€

Technical/process and strategy consulting			IT consulting and implementation		
3 Senior Consultant	<p>Qualification: As described above, <u>with at least 4 years'</u> task-relevant professional experience. Auditors, tax consultants or comparable professional examination;</p> <p>Or: Certificates in accordance with the task as well as extensive specialist knowledge (e.g. expertise in new technologies and current business management issues)</p> <p><u>Tasks F&P consulting:</u> in addition to category 2: Coverage of the entire SW lifecycle (F&P) / entire system architecture (F&P); project or sub-project management for projects > 101 to 1,500 PT;</p>	€	3 Senior Developer	<p>Qualification: As described above, <u>with at least 4 years'</u> task-relevant professional experience.</p> <p>or: Certificates appropriate to the task as well as extensive specialist knowledge (e.g. Expertise in new technologies and current business management issues)</p> <p><u>Tasks IT consulting:</u> in addition to category 2: Coverage of the entire SW lifecycle (IT) / entire system architecture (IT); project or sub-project management for projects > 101 to 1,500 PT;</p>	€
4 Expert	<p>Qualification: As described above, <u>with at least 6 years'</u> task-related professional experience. Auditors, tax consultants or comparable professional examination;</p> <p>Or: Qualified training and certificates appropriate to the task as well as extensive specialist knowledge; good knowledge in related subject areas</p> <p><u>T&P consulting:</u> in addition to category 3: in particular consulting and management of sub-project leaders; project management of projects > 1,500 to 3,800 PT</p>	€	4 Expert	<p>Qualification: As described above, <u>with at least 6 years'</u> task-relevant professional experience.</p> <p>or: Qualified training and certificates appropriate to the task as well as extensive specialist knowledge; good knowledge in related subject areas</p> <p><u>Tasks IT consulting:</u> in addition to category 3: in particular consulting and management of sub-project leaders; project management of projects > 1,500 to 3,800 PT</p>	€
5 Executive Board and Top Managers Partners	<p>Qualification: As described above, <u>with at least 8 years'</u> task-related professional experience.</p> <p>Extensive specialist knowledge of the field of activity; specialist for individual themes; in managerial function and as specialist consultant; where relevant auditor, tax consultant or comparable professional examination; extensive experience in the particular theme area - here for at least 2 years of project management responsibility; proven management responsibility for implementation teams of more than 10 employees;</p> <p><u>Tasks T&P consulting:</u> Consulting in strategically relevant topics; project management of projects > 3,800 PT;</p>	€	5 Executive Board and Top Management Consulting / Partners	<p>Qualification: As described above, <u>with at least 8 years'</u> task-related professional experience.</p> <p>Extensive specialist knowledge in the field of activity; specialist in individual themes; in managerial function and as specialist consultant; extensive experience in the particular theme area - here for at least 2 years of project management responsibility; proven management responsibility for implementation teams of more than 10 employees;</p> <p><u>Tasks IT consulting:</u> Consulting in strategically relevant topics; project management of projects > 3,800 PT;</p>	€

Annex 3: Sustainability

Annex 4: - not applicable here -